

Department of Consumer Affairs
Position Duty Statement
HR-041 (New 5/04)

Classification Title	Board/Bureau/Division
Staff Services Manager I - Specialist	Medical Board of California
Working Title	Office/Unit/Section / Geographic Location
Licensing Outreach Manager	Licensing Program - Sacramento
Position Number	Effective Date
629-160-4800-tbd	

Under the general direction of the Chief of Licensing, (CEA 1) the Staff Services Manager I (SSM I), is a member of the Medical Board of California (MBC) Licensing Program management serving as the Licensing Outreach Manager (LOM). Additionally, this is an executive-level mission critical function and the incumbent is a member of the Executive Staff. The incumbent has full delegated authority and responsibility of the Board's Licensing outreach program. The incumbent participates in licensing workshops and makes presentations at medical resident orientation and/or during grand rounds to educate residents of the licensing processes, requirements, deadlines and necessity of timelines. The incumbent serves as the Liaison between the Board and California's teaching hospitals, the Graduate Medical Education (GME) staff, applicants, international and domestic medical schools, other state agencies, applicants' attorneys, Deputy Attorney Generals, Educational Commission for Foreign Medical Graduates (ECFMG) management and staff, Liaison Committee for Medical Education (LCME) management and staff, Federation of State Medical Boards (FSMB) management and staff, International organizations and governments, California Medical Association management and staff, and other related organizations.

The mission of the Medical Board is to protect health care consumers through the proper licensing and regulation of physicians and surgeons and certain allied health care professions and through the vigorous, objective enforcement of the Medical Practice Act, and, to promote access to quality medical care through the Board's licensing and regulatory functions

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

60% (E) LICENSING OUTREACH AND EDUCATION

30% Functions as the MBC subject matter expert (SME) and educator for medical licensure requirements in California performing the mission critical operation of the outreach program. Serves as a resource building and maintaining working relationships with California's teaching hospitals, the Graduate Medical Education (GME) staff, and graduates who need a license to begin their postgraduate training or fellowship. Presents and explains the Board's mission, roles, licensure requirements, application process, deadlines and timelines (including the ramification of failing to meet the deadlines and timelines for medical licensure) to the various stakeholders and through participation in licensing workshops and "New Resident Orientation" either in a group or one-on-one, upon request, and during ground rounds.

20% Provides on-site review of applicant's package; examines and verifies the applicant through picture identification, proof of training and education completion and any documents necessary to disclose any negative documented history, such as a criminal record. Responds to inquiries, verbally and written, regarding the licensure requirements; makes immediate,

consistent and informed decisions to provide guidance, actions, recommendations and decisions to the medical residents and teaching hospitals regarding the licensure review and the MBC's decision to grant or deny a license.

- 10% Identifies and determines, through the application review process, if a medical resident is practicing outside of the licensing requirements for a graduate student (exceeding the statutory deadline for licensure); directs, on behalf of the Board, the teaching hospital to immediately cease and desist the resident's training. Works personally with officials of the institution on resolution of situation; answers questions and provides explanations (referencing the Business and Professions Code and the California Code of Regulations); and reports the incident to the MBC Enforcement Unit, Executive Staff and Board Members during updates at quarterly Board Meeting.

25% (E) SPECIAL PROJECTS

- 25% Researches, investigates and prepares special projects, legislative analyses, fiscal analyses, trend analyses, evidence-based workload production, forecasts and trends that effect current and future licensees and healthcare consumers in California, the United states and the world; compiles position papers and reports (including Sunset Review and the Board's Strategic Plan) requested by the Chief of Licensing, Executive Director, Deputy Director or Board Members. Communicates, both verbally and in writing, with the Board members providing information regarding Licensing outreach, issues, concerns, laws, regulations, policies and procedures.

10% (E) EXECUTIVE STAFF MEMBER

- Serves as a member of the Executive Staff that meets weekly to discuss operational matters such as policy development or revision, staffing needs and concerns, operational needs and highly confidential matters; presents to the Executive Staff first-hand knowledge, impending matters of concern, any cease-and-desist ordered and provides evidence-based results of the outreach program. Manages and updates Executive Staff on licensing issues at the State, Federal, and International level, including Federal initiatives regarding licensure, Tele-Health (telemedicine) and accreditation of international medical schools.
- Contacts stakeholders such as applicants and teaching school administrators as a representative of the Board and on behalf of the Board Members to provide thorough and accurate answers and Board's position regarding licensing questions and/or resolve issues. Prepares and makes presentations at quarterly Board meetings as requested. Prepares responses to FSMB correspondence/inquiries on behalf of the Board Members and Medical Consultants.
- Works in tandem interacting with the Executive Staff to effectuate the needs of the outreach program as well as the licensure program, impending regulatory or policy changes and in meeting the mission and goals of the Board. Prepares and makes presentations to Executive Staff, Board members and Licensing's management and staff regarding new/current/changes to licensing related statutes and regulations.

5% (E) TELEMEDICINE

- 5 % Researches and makes presentations regarding Telemedicine and eHealth programs to the Executive Staff and Board Members. Researches telemedicine programs within the United States. Works collaboratively with both internal and external individuals and organizations

related to telemedicine which may include, but are not limited to, other state agencies and foundations.

B. Supervision Received

The incumbent works under the general direction of the Chief of Licensing, (CEA 1).

C. Supervision Exercised

None

D. Administrative Responsibility

The incumbent is responsible for the planning, direction and delivery of the Licensing Outreach Program.

E. Personal Contacts

The incumbent will have daily direct contact with Executive Staff, Licensing Program Staff and other staff and management of the Board in order to carry out the mission of the Licensing Program and the Medical Board of California. The incumbent will have direct frequent contact with Board members, teaching hospital management and staff, Graduate Medical Education staff, potential and pending medical licensure applicants, and various other stakeholders regarding licensure program guidelines, timelines and deadlines that may be of a sensitive/complex licensing issues.

The incumbent also has direct contact, as needed, with international and domestic medical schools, other state agencies, applicants' attorneys, Deputy Attorney Generals, Educational Commission for Foreign Medical Graduates management and staff [Certification by ECFMG is the standard for evaluating the qualifications of international medical students before they enter U.S. graduate medical education (GME)], Liaison Committee for Medical Education management and staff (LCME establishes eligibility for selected federal grants and programs, including Title VII funding administered by the Public Health Service; most state boards of licensure require that U.S. medical schools be accredited by the LCME, as a condition for licensure of their graduates), Federation of State Medical Boards management and staff, International organizations and governments, California Medical Association management and staff, and other related organizations.

F. Actions and Consequences

If the incumbent does not perform the position's responsibilities and duties adequately: it may cause an increased amount of incorrect/incomplete licensing applications leading to the untimely review of applications and the inability of residents to enter training programs to which they have received acceptance; thus, it could lead to a qualified licensee not being granted a license to practice creating a financial hardship or job loss. Additionally, if the incumbent does not thoroughly review back-up documents, an unqualified applicant may get licensed; thus, endangering California Healthcare Consumers. In order to address a backlog and to ensure the Board is not in violation of the timelines set in regulations, the Licensing Program's budget would be affected with additional cost for staff overtime. Additionally, a backlog would increase the calls received by the Consumer information Unit (CIU) and the consumers and licensees would be unable to contact the board for status and inquiries.

If the incumbent does not perform the duties and responsibilities adequately, inaccurate information about professional conduct, practice standards, Board activities, various legal requirements of the medical professions and the application process could be provided to California's teaching hospitals, GME staff, applicants, international and domestic medical schools, other state agencies, applicants' attorneys, Deputy Attorney Generals, ECFMG management and staff, LCME management and staff, FSMB management and staff, International organizations and governments, California Medical Association management and staff, and other related organizations. This could result in legally damaging consequences

to all parties and the perception and effectiveness of the Board, DCA, Agency, and other government offices.

G. Functional Requirements

The incumbent is required to work the hours necessary per week to accomplish the duties assigned including **travel throughout the state of California up to 50% of the time and regularly works beyond the normal “8 to 5” work day**. Daily access to and use of a personal computer and telephone is essential. The incumbent will also work in an office setting, with artificial light and temperature control. Sitting and standing requirements are consistent with office work and travel. Additionally, the incumbent will be required to attend Board and Committee meetings held in various locations throughout California. The incumbent shall travel by whichever method, commercial carrier or auto, is in the best interest of the State. Travel may be for one or several consecutive days.

H. Other Information

Incumbent must possess good communication and customer service skills, use good judgment in decision making, manage time and resources effectively, be able to work efficiently and cooperatively with others in a team setting or independently. Incumbent must be able to work under changing priorities and deadlines.

This is a leadership role requiring a highly skilled incumbent to serve as an expert and independent consultant with the ability to act authoritatively while representing the Medical Board and its Licensing Outreach Program. The LOM will need to make immediate, consistent and informed decisions while undertaking the contextual analysis needed to provide guidance, actions, recommendations and decisions to the medical residents and teaching hospitals. Thus, the LOM must demonstrate, without judgment, the forces that shape the medical residents' history and whether it may, or may not, impact the licensure review and the MBC's decision to grant or deny a license. The LOM must conduct business with the utmost discretion and authoritative decision-making experience to ensure the outreach program is successful, effective and received as a positive proactive action provided by the Board.

The incumbent is privy to sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Title 11, section 703D California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name

New: jj 12/2012